



ORIGINAL

Mary Pat Regan
Vice President
Regulatory

SBC Illinois
225 W. Randolph
Floor 27B
Chicago, IL 60606

312.220.2345 Phone
312.977.6434 Fax
mr1296@sbc.com

ILLINOIS
COMMERCE COMMISSION

JUN 21 2005

June 21, 2005

CHIEF CLERK

Ms. Elizabeth A. Rolando
Chief Clerk
Illinois Commerce Commission
527 East Capitol Avenue
Springfield, Illinois 62701

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

Re: Alternative Regulation Service Quality Measurements

Dear Ms. Rolando:

Illinois Bell Telephone Company ("SBC Illinois" or the "Company"), with this letter, submits service quality measurement results for the months of March, April, and May 2005. These results implement the Commission's requirements pursuant to its review of alternative regulation. See Illinois Bell Telephone Company Application for Review of Alternative Regulation Plan, Docket 98-0252/98-0335/00-0764 (consol.), Order, released December 30, 2003 at pages 179-221.

An additional copy of this memorandum is enclosed. Please stamp-file and return to the undersigned.

Sincerely yours,

Mary Pat Regan
Vice President-Regulatory
555 E. Cook, Flr 1E
Springfield, IL 62721

MPR:jga

Enclosure

Pat
6/21/05



SBC Illinois
Alternative Regulation Service Quality Report
2005

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD	<i>Alternative Regulation Benchmark</i>
<u>Measure #1:</u>														
Installation within 5 Business Days	98.84%	98.85%	98.50%	98.66%	98.81%								98.72%	90.00%
<u>Measure #2:</u>														
Trouble Reports per 100 Access Lines	1.88	1.51	1.36	1.40	1.36								1.50	2.66
<u>Measure #3:</u>														
Out-of-Service over 24 Hours	6.5%	3.5%	1.9%	2.9%	2.7%								3.8%	5.0%
<u>Measure #4:</u>														
Operator Speed of Answer- Toll, Assistance and Information	5.17	4.69	4.44	4.94	4.84								4.82	5.65
<u>Measure #5:</u>														
Repeat Trouble Rate Installation	11.59%	11.68%	11.44%	12.16%	13.10%								11.98%	16.90%
<u>Measure #6:</u>														
Repeat Trouble Rate Repair	6.56%	9.26%	9.83%	9.77%	9.21%								8.74%	13.92%
<u>Measure #7:</u>														
Missed Installation Commitments	2.77%	2.41%	2.71%	2.88%	3.93%								2.92%	10.00%
<u>Measure #8:</u>														
Missed Repair Commitment	4.56%	5.32%	5.53%	5.74%	5.27%								5.23%	9.58%
<u>Measure #9:</u>														
Average Speed of Answer-Repair	98.66	45.71	17.93	18.53	19.88								42.71	60 secs
<u>Measure #10:</u>														
Average Speed of Answer- Customer Calling Centers	44.53	34.74	32.72	30.44	29.81								34.58	60 secs